



<b>Classification:</b> Management Services Technician	<b>Position No.</b> 208-5278-xxx
<b>CBID:</b> R01	<b>Office:</b> Personnel Services
<b>Date Prepared:</b> November 15, 2016	<b>Division:</b> Administrative & Financial Management Services
<b>KEY: (E) IS ESSENTIAL, (M) IS MARGINAL</b>	

**POSITION DESCRIPTION:**

Under the supervision of the Manager, Human Resources and Support Services Branch, the Management Services Technician independently processes personnel documents and transactions as well as provides general clerical support.

**WORKING CONDITIONS:**

The work is performed in an indoor office and/or meeting room setting requiring the incumbent to sit, stand, and/or walk. **Required work hours are 8:00am to 5:00pm.**

**DUTIES AND RESPONSIBILITIES:**

The incumbent works independently and/or in a team environment; uses a personal computer and Commission-designated software and operates various types of office equipment while performing the duties described below.

- 30% **Receptionist:** Serves as the primary receptionist for the Personnel Services Office. Screens telephone calls, greets visitors and refers inquiries to appropriate staff person for handling and/or personally provides assistance/responses related to general personnel information. (E)
- 30% **Recruitment:** Prepares and posts vacancy announcements on the CalHR ECOS and Commission websites; generates and clears certification lists; generates contact letters and prepares documents for reproduction and mailing; logs, reviews for eligibility and forwards all incoming applications to program areas; maintains the Job Opportunity and Exam Bulletin binders. (E)
- 20% **Clerical Support:** Independently performs both routine and complex clerical functions for assigned staff requiring knowledge and application of personnel procedures. Tasks include preparing highly confidential and sensitive correspondence, responding to general inquiries from Commission staff and the public, and processing various forms and documents. Researches, gathers and compiles data used for various personnel projects, including but not limited to processing and ordering 25 Year Service Awards and Retirement gifts. Formats, proofreads, and corrects grammar/spelling/punctuation for confidential classification. Including, but not limited to filing, photo copying, faxing documents, etc. Regularly follows up with Personnel Services Office staff to ensure correspondence and assignments are completed by due date. Maintains sufficient supply of copy paper and ensures copiers are full at all times. Maintains and orders supplies for all office staff. Processes service maintenance requests for office equipment and maintains tracking logs of supply orders and service requests. Prepares and submits requests for telephone, computers, and building access. Monitor orders and requests from creation to completion and maintains purchasing file. Prepares and submits requests for telephone computers and building access. (E)

**DUTY STATEMENT**

- 5% **Mail:** Processes all incoming and outgoing mail which includes reviewing the incoming mail to determine if immediate attention is required. Routes, tracks and copies personnel related information and forms including but not limited to: monthly timesheets, training requests, time off requests and Alternate Work Week requests. (E)
- 5% **Filing/Records Management:** Maintains an efficient filing system for all personnel related documents and correspondence, management memos, SPB memos, DPA PMLs, SCO Pay Letters and ensure applicable manuals are updated. Administers the records management function for the personnel services office; forwards archive items to the State Records Center; prepares records for confidential destruction. (E)
- 5% **Student Coordinator:** Performs duties associated with the Commission's University Enterprises Contract including monitoring and processing student documents, assists with special projects and perform other tasks as necessary. (E)
- 5% Other duties as required and within the scope of the classification. (M)

**REQUIRED QUALIFICATIONS**

Interact with staff at all levels in a professional manner.

Maintain confidences as required in human resources arena.

Effectively communicate information to and consult with staff at all levels both within and outside the department in order to complete work assignments.

Complete assigned work and review for accuracy.

Meet deadlines.

Perform simple arithmetic in order to perform timekeeping calculations.

**DESIREEABLE QUALIFICATIONS**

Excellent attendance.

Experience working in personnel management field.

SIGNATURES			
I Certify That I Am Able To Perform, With Or Without The Assistance Of A Reasonable Accommodation, The Essential Job Duties Of This Position			
Vacant	Date	Maxine Freeman	Date
Management Services Technician		Staff Services Manager I	